MassHealth Provider Portal

A How To Guide for Using Your Online Resource

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TABLE OF CONTENTS

Select a link below to view the instructions

STEP 1

The only way to self-register for the Portal is as a *Super User*. In order to do this, you will need to have information about both the business office and specific details on at least one of the Providers at that office. Key information that you will need in order to self-register include the Provider's **first and last name**, **NPI** and **license number**, as well as the **tax ID** for the practice.

If you are a designated Super User for the practice and have this information available, go to https://provider.masshealth-dental.net/ and click **REGISTER**.

Tip: A *Super User* is someone in your practice who has complete administrative privileges across your organization, including access to all employee and patient records. It is recommend that you restrict the number of *Super Users* to a minimum.
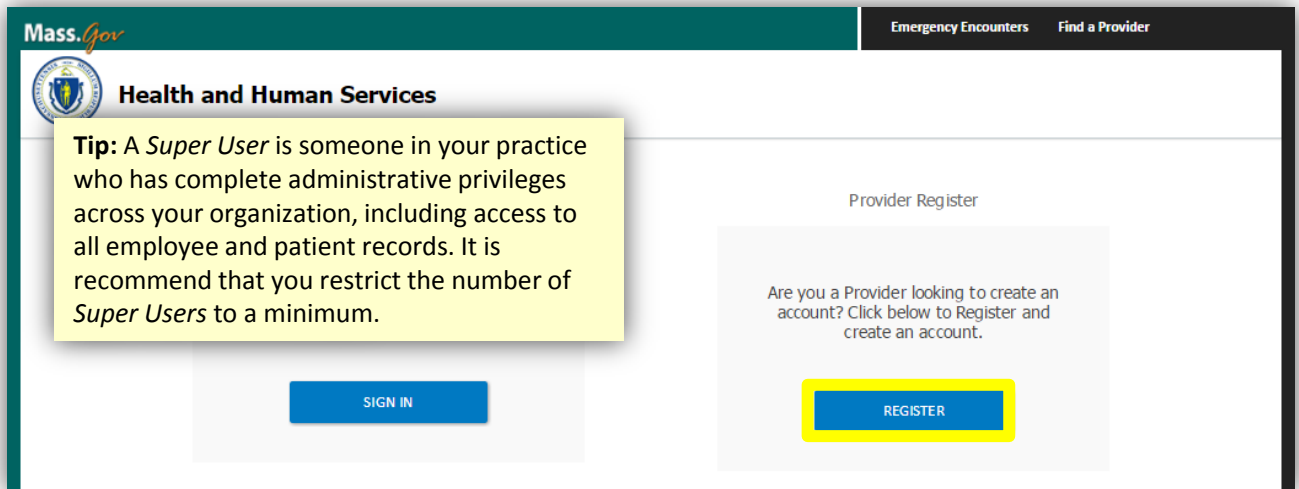
Tip: If you are unsure whether you are a designated Super User for your practice and/or not sure if you have all of the necessary information to self-register, please contact your MassHealth representative.

STEP 2

Complete all of the required information on the registration page and click **REGISTER**.

If all of the information is correct, you will receive a "Registration Successful" notification. You will then have *Tier 1,* or *Super User,* access, which can be used to add all further users in the system.

If your registration is not successful, try the following:

- **Adjust the Provider Name:** If your practice name is 'Bob Smith LLC' try both 'Bob Smith LLC' and 'Bob Smith' in the Provider Name field
- **IDs must match exactly:** The License, NPI and Tax ID entries must match what is on file. Try entering the Tax ID with and without the hyphen

User Registration

First Name

| First Name |

Last Name

| Last Name |

Tax ID

| Tax ID |

State

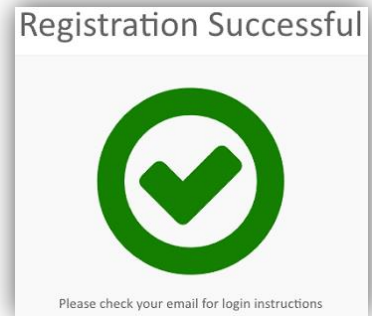| State |

Email Address

| Email |

Provider Name

| Provider Name |

Provider License

| Provider License |

Provider NPI

| Provider NPI |

REGISTER

Tip: Always use a **business email address**, not a personal email, when registering on the Portal.

Registration Successful

Please check your email for login instructions

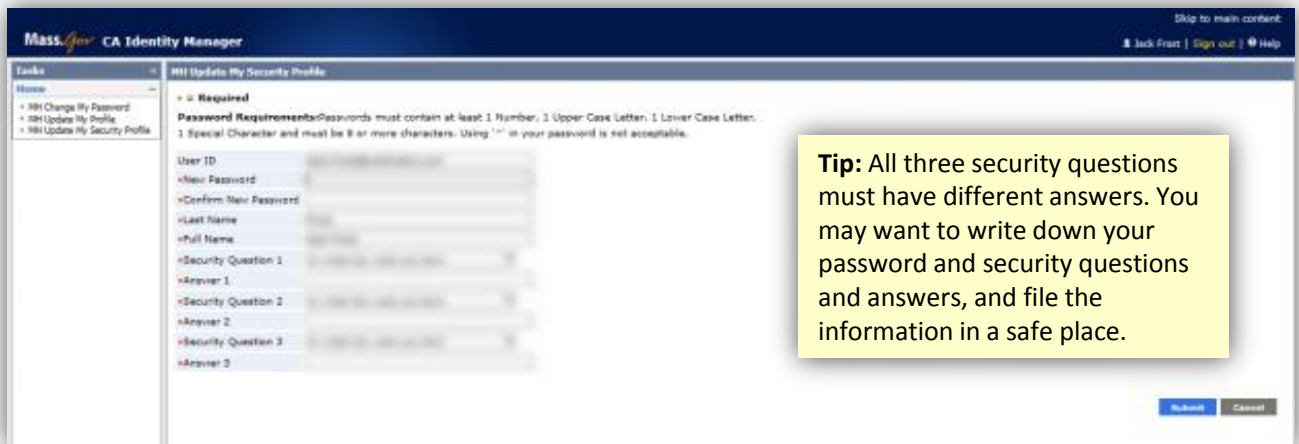If your registration is still unsuccessful, please contact your MassHealth representative.

STEP 3

If your registration was successful, you will receive an email with directions for logging into the Portal. Click the link, and verify that your information is correct. You will only need to go through the registration process once.
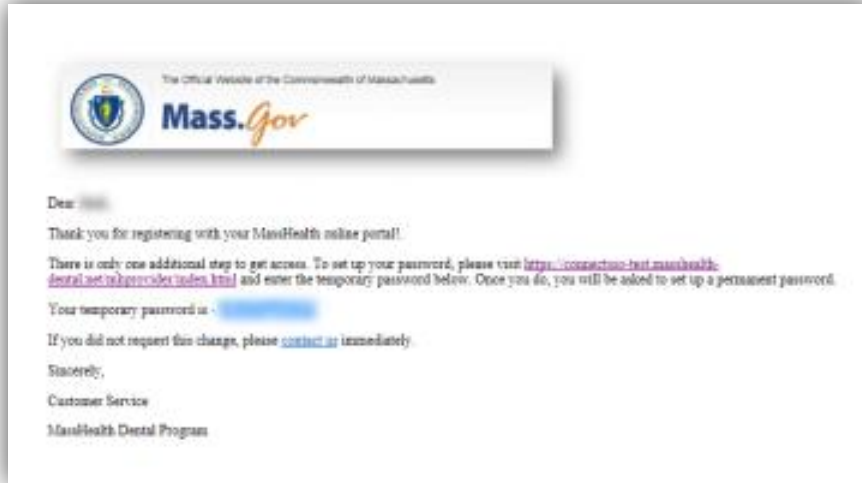
STEP 4

Update your temporary password to a permanent password. You can set your security questions and answers.

Tip: All three security questions must have different answers. You may want to write down your password and security questions and answers, and file the information in a safe place.

STEP 5

It is recommended that you add at least one other *Super User* right away. Note that adding other Super Users (or standard users) does not require the self-registration process. They can be added through the simple Manage Users section of the Portal.
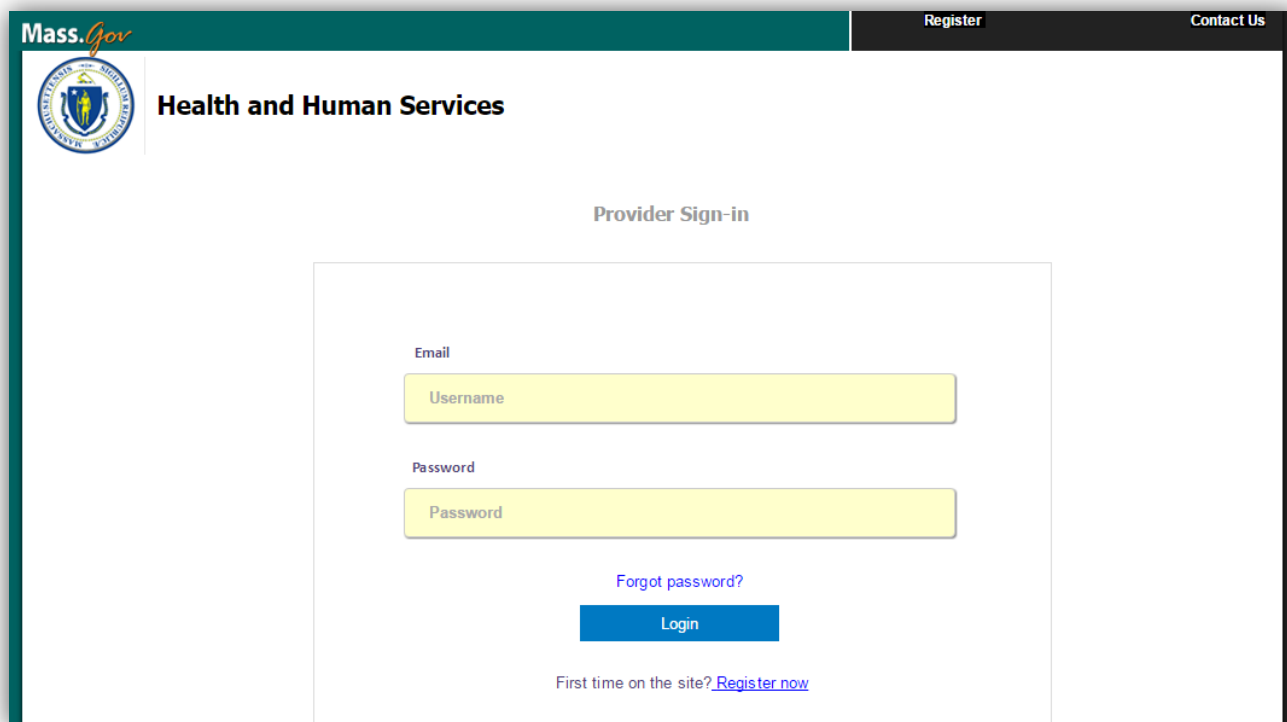
STEP 1

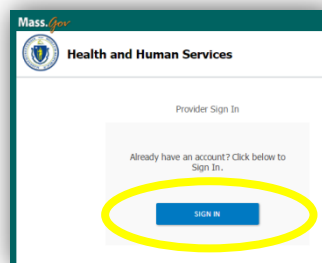In your browser, go to https://provider.masshealth-dental.net/ and click **SIGN IN**.
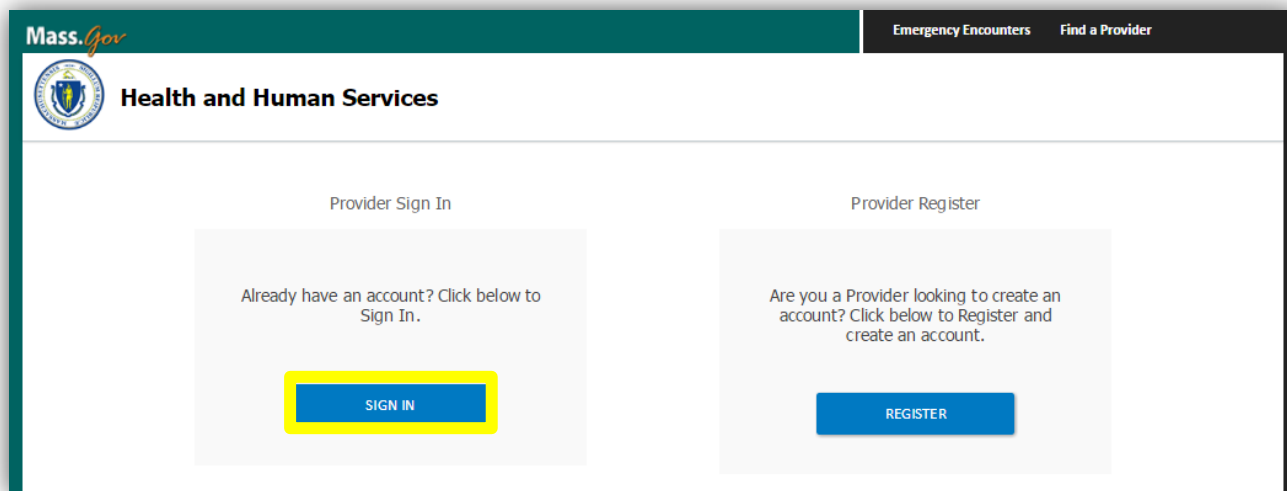
STEP 2

Enter the email address used to register, or that was used by your Administrator to create your login. Enter the password and click **Login**.
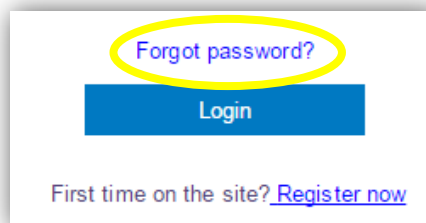
STEP 1

If you've forgotten your password, go to the Sign In page (https://provider.masshealth-dental.net/) and click **SIGN IN**.
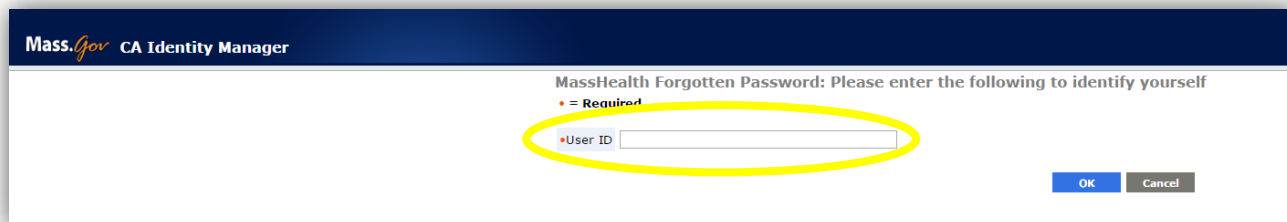
STEP 2

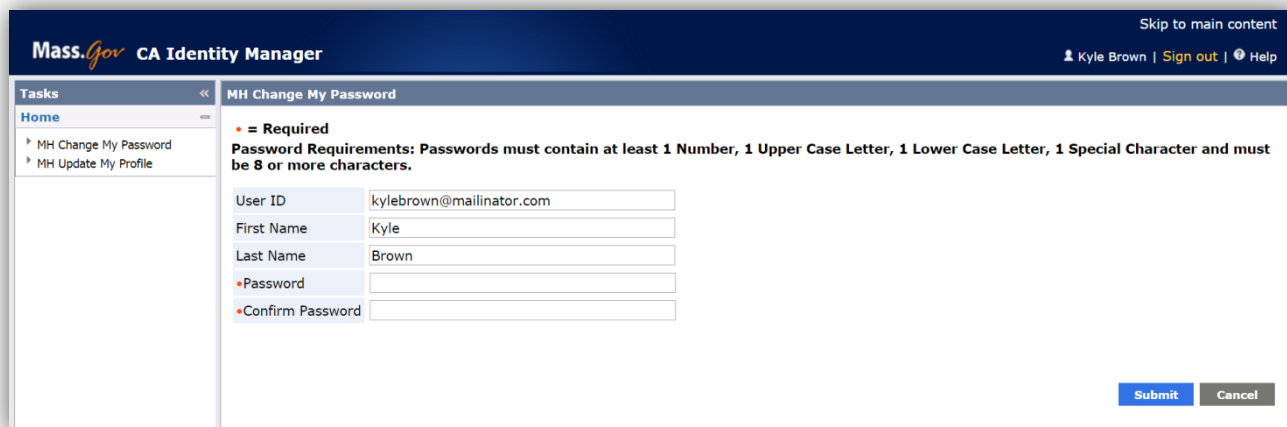Click the "**Forgot password?"** link right above the **Login** button.

STEP 3

On the next page, in the User ID field, enter the email used to register for the Portal and click **OK**.

STEP 4

You will receive an email. Open the email, click the link, and update your password as directed. When done, click **Submit**. If you don't see the email, be sure to check your spam folder.

Home Page

Click the Mass.Gov link to visit the MassGov website

Click **Home** to return to this page at any time

The navigation menu runs across the top of the page

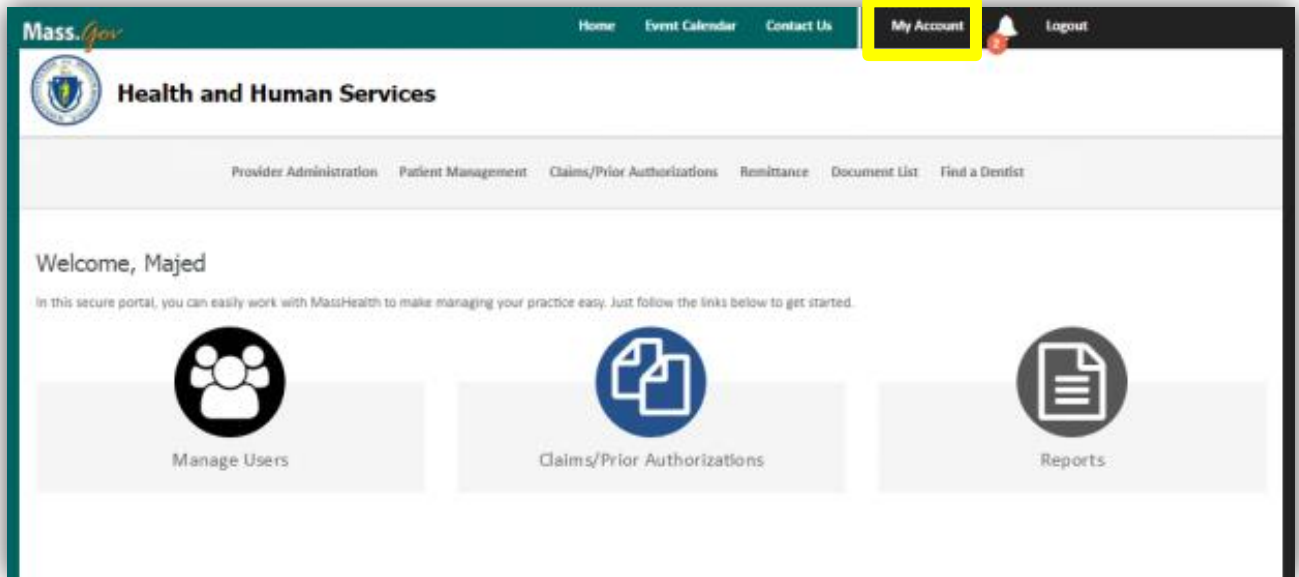See page 12 for information on adding and managing users of this Portal

See page 28 for information on searching, submitting and voiding Claims and Prior Authorizations

See page 42 for information on Reports

Tip: Not all users will see all icons. Users will only see those icons for which they have permission.

STEP 1

Click **My Account** on the top navigation menu.

STEP 2

Type the updated name and/or EOB notification preference, then click **UPDATE INFORMATION**.

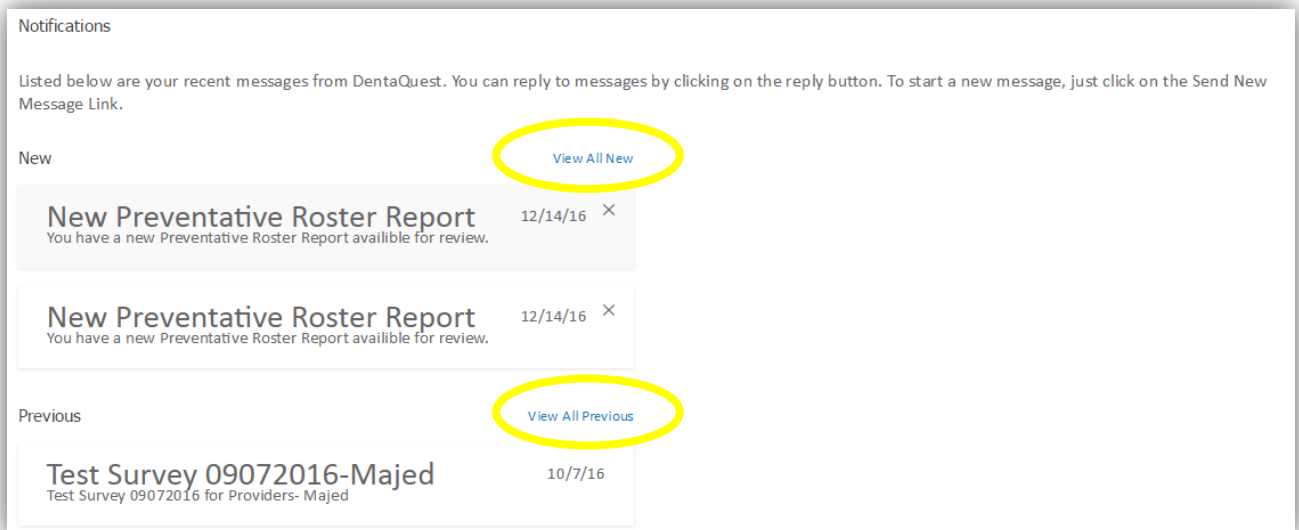Click **UPDATE PASSWORD** or **UPDATE USER PROFILE** to update either of those items.

STEP 1

Click the bell icon in the top right corner to see a glimpse of any messages. Click **VIEW NOTIFICATIONS** to see all notifications in their entirety.
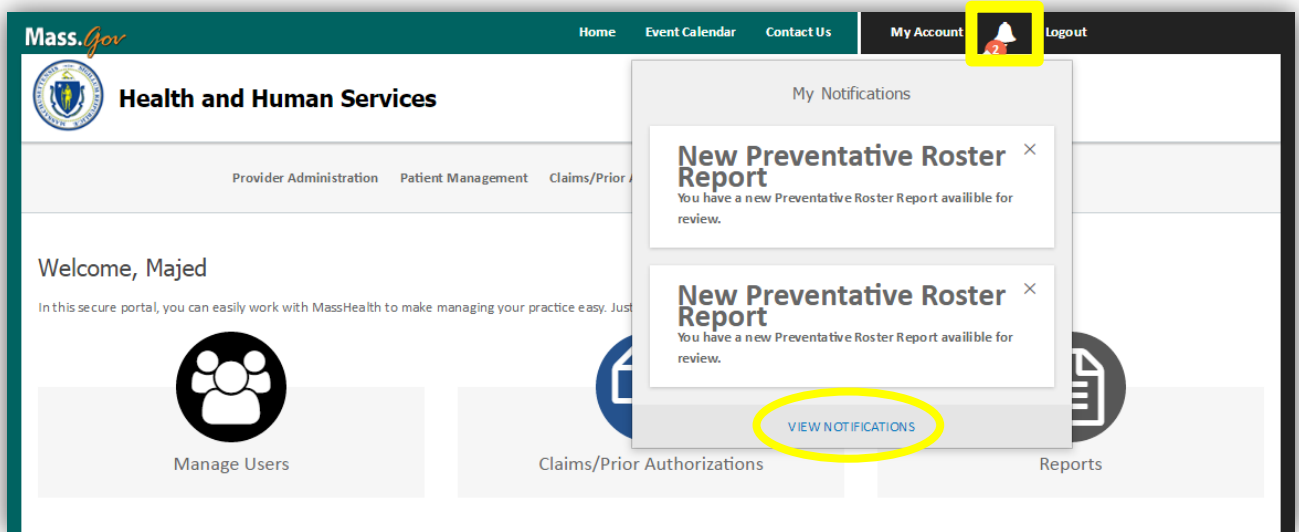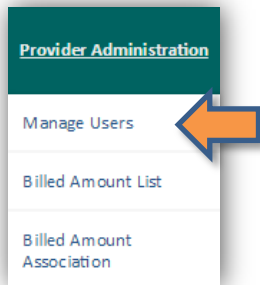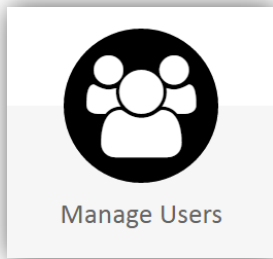

STEP 2

Any notifications will display in the message list. Click **View All New** to see new notifications or **View All Previous** to see older notifications.

STEP 1

Provider Administration

Manage Users

Billed Amount List

Billed Amount Association

Clicking the **Manage Users** button on the home page will take you to the same page as selecting **Provider Administration > Manage Users** on the navigation menu**.** Only Tier 1 users (*Super Users*) will be able to manage users.

STEP 2

Before adding a new user, you may want to check to see if they are already registered on your account. Enter the person's Last Name, then click **SEARCH**.

Manage Users

You can search for users who have been set up within your portal by using the form below. Once you find a user, you will be able to modify their permissions or remove their account. If you need to set up a new user, just click on the Add New User button.

ADD NEW USER

User Last Name	E-mail
smith	E-mail
User Role	Disabled

SEARCH

STEP 3

The search results will display a list of users matching the search criteria. If the desired user is not found, click **ADD NEW USER**.

Search Results

Listed below are all of the users that matched your search criteria. You can remove users by clicking on the delete button to the right of their name. If you want to edit the permissions of a specific member, just click on their name.

No results were found.

ADD NEW USER

STEP 4

Enter the user's First and Last Name, and Email address. Follow the instructions to set the user's Tier, Role and Permissions. When done, click **ADD USER**.

Add New User

You can add a new user to your account using the form below. Just follow the four steps below. When you are done, click on the Add User button.

Step 1 – Contact Information

- Enter their contact information.

Step 2 - Define Access Level

Because adding a user will allow them to see your claims and other information, it's critical that you carefully set the right access level for each member. We offer three levels of access:

- Tier 1 - Full Business Access– These users will have access to all information for all practice locations under this tax ID.
- Tier 2 – Specific Location Access - These users can only access information for a specific office location.
- Tier 3 - Individual Provider Access - These users can only see and manage information related to a specific provider.

Step 3 - Define Roles

The roles will determine whether a user can make changes within your site. You have two options.

- View Only - These users can only view information and may not make any changes.
- View and Edit - These users can make changes within the site, based on their specific permissions.

Step 4 - Set Permissions

- In this step, you can define which specific areas the user can view/edit.

> **Tip:** Tier 1 users (*Super Users*) default to having all of the permissions enabled.
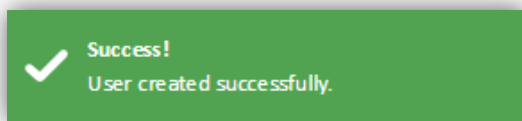
Users Information

First Name *	Last Name *
First Name	Last Name

E-mail *	User Role *
E-mail	User Role ▾

Tier *

Provider Level ▾

ADD USER

Available Permissions

Manage Users
View Claims
View Documents
View Member Eligibility
View Remittance

Add
>
<
Remove

Selected Permissions

STEP 5

Once the user has been successfully added, you will receive a confirmation message.

✓ **Success!**
User created successfully.

STEP 1

From the Manage Users page, you can update user information. To search for a specific user, enter their last name or email and click **SEARCH**. Or, to view a list of all users, leave the fields blank, then click **SEARCH**. Click on the name of the user you wish to edit.

STEP 2

This will bring up the **Edit User** page, where you can update the user's name, tier, role, email address, location and permission levels, as well as lock or disable the account. When complete, click **UPDATE USER**.

Tip: Once a user has been added, they can never be permanently deleted, only disabled or enabled. If a user no longer needs access to your account, either temporarily or permanently, set the **Disabled** field to Yes. To re-enable them, set the field to No.

STEP 1
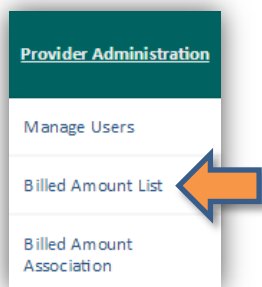
Provider offices have the ability to store billed amounts by procedure codes. This will result in faster and easier online claim submission. To get started, select **Provider Administration > Amount List** from the navigation menu.

To create a new Billed Amount List, click the **ADD** button.
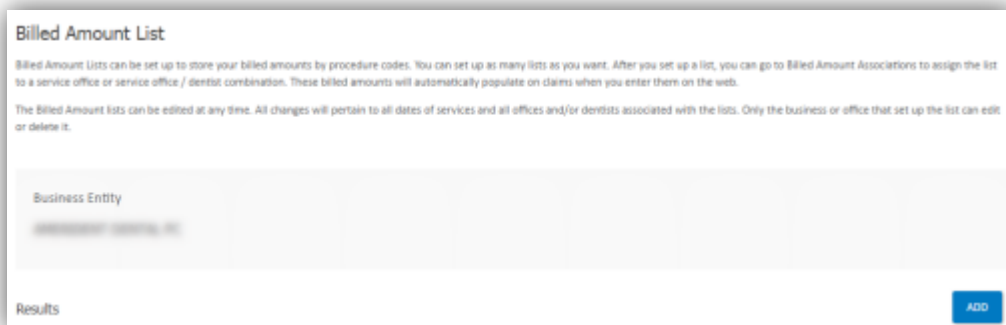
STEP 2

In the popup screen, name the new Billed Amount List, then click **CREATE**.
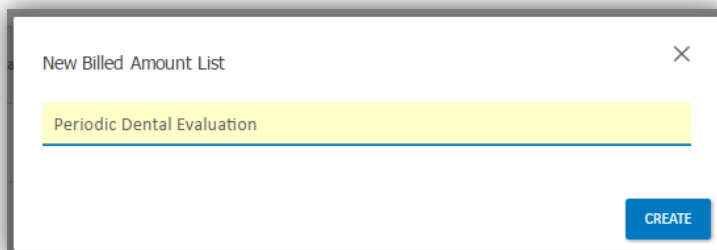
STEP 3

The Results listing will populate with the new Billed Amount List. Before the list can be used, it is necessary to associate the list with providers and service offices, and add procedure codes.

Click the name to open the Billed Amount Detail page.
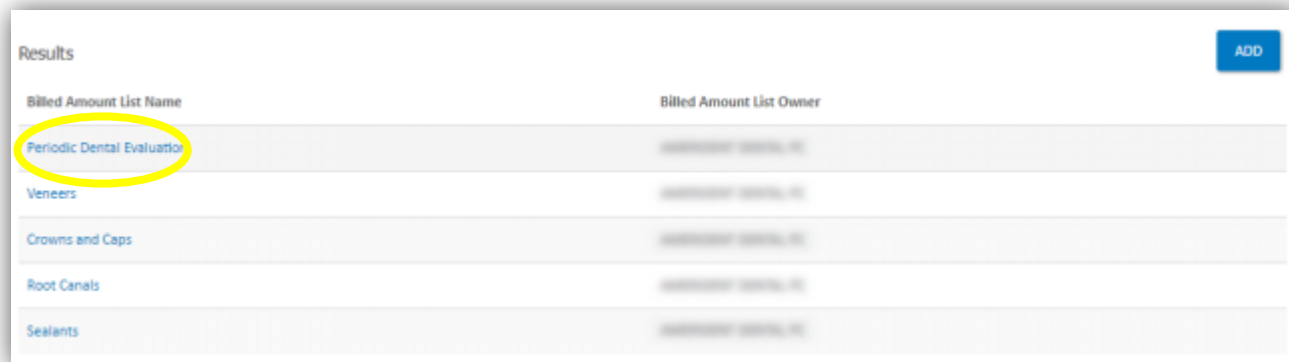
STEP 4

To associate the Billed Amount List to a service office or provider, click **ADD BILLED AMOUNT ASSOCIATION**.

STEP 5

In the popup screen, select a Service Office from the drop down list, then search for a Provider connected to that office. Click **ADD**.

STEP 6

The Billed Amount List Associations result list will populate with the new Service Office and Provider selections. Continue adding associations by clicking **ADD BILLED AMOUNT ASSOCIATION** and following the same steps.

You can remove associations by clicking **UNLINK**.

Tip: Billed Amount List Associations are specific to particular combinations of Service Offices and Providers. To make a list available to multiple offices and providers, the list will need to be associated with each Service Office / Provider combination separately.

STEP 7

Next, add procedure codes. Click **ADD BILLED AMOUNT DETAIL**.

Billed Amount List Detail

Procedure Code	Procedure Code Description	Billed Amount

ADD BILLED AMOUNT DETAIL   PRINT THIS PAGE

STEP 8

In the popup screen, enter a Procedure Code and Billed Amount. The Procedure Code Description will auto populate. Click **ADD**.

Add Procedure Code   ✕

Billed Amount List Name   Business Entity
Periodic Dental Evaluation

Billed Amount List Owner   Billed Amount
                                           100

Procedure Code   Procedure Code Description
D0113   Periodic Exam

                                           CANCEL   ADD

STEP 9

The Billed Amount List Detail result list will populate with the new procedure. Continue adding procedures by clicking **ADD BILLED AMOUNT DETAIL** and following the same steps.

You can edit or delete procedures by clicking **EDIT** or **DELETE** as necessary. Click **PRINT THIS PAGE** to print a copy for your records.

Billed Amount List Detail

Procedure Code	Procedure Code Description	Billed Amount		
D0113	Periodic Exam	$100.00	EDIT	DELETE

ADD BILLED AMOUNT DETAIL   PRINT THIS PAGE

STEP 1

Provider Administration

Manage Users

Billed Amount List

Billed Amount Association
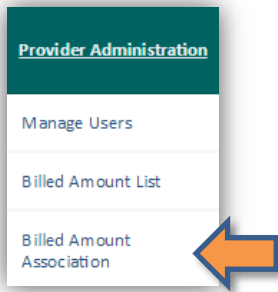
You can assign or edit Billed Amount Lists by selecting **Provider Administration > Billed Amount Association** from the navigation menu.

STEP 2

By leaving all fields blank and hitting **SEARCH** from the Billed Amount Association page, you will be able to see a list of all Billed Amount List Associations that have been created.

Billed Amount Association

Once you set up Billed Amount Lists you can assign the lists to an office or office / dentist combination here. If you associate a list with only a service office, the list will be used for all dentists at that office. If you associate a list to a office / dentist combination the billed amounts will only be used when that office / dentist enter a claim. When a Claim service line is entered, the list associated with the office / dentist is checked first for the procedure code. If the code is not found, the list associated with the service office is checked next.

A single list can be associated to more than one office or office / dentist combination.

Note that an office or office/dentist can only have one list associated at any time.

Search Billed Association

Billed Amount List

Select a billed amount list ▼

Business Entity

Service Office

Select an office ▼

Associated Provider

Please select an office

SEARCH

STEP 3

To disassociate a List from an office or dentist, click **UNLINK** for that List.

Search Results

Billed Amount List Name	Service Office ▲	Dentist ⬍	
Veneers			UNLINK
Crowns and Caps			UNLINK
Periodic Dental Evaluation			UNLINK

STEP 1

Provider Administration

Manage Users

Billed Amount List

Billed Amount Association
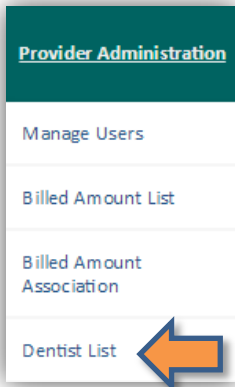
Dentist List

The **Dentist List** tool is for checking the credentialing and contact information for offices and dentists specific to this login, based on the Tax ID number. Select **Provider Administration > Dentist List** from the navigation menu.

STEP 2

To search for a specific office or dentist, enter as much information as possible in the search fields. To search for all associated offices and dentists, leave the search fields blank and click on **SEARCH**.

Search Dentist List

This page allows you to search for and select your existing affiliated service offices and individual dentists. This search will only show providers who are associated with your practice. If you want to find providers outside your practice, use our Find A Dentist search.

Search

Dentist Last Name	Dentist First Name
Last Name	First Name
Business Name	Location Name
Business	Location
City	State
City	Select a state
Phone Number	Dentist Identifier
(xxx) xxx-xxxx	
Record Type	

SEARCH

STEP 3

You can print or download the search results. To view additional details, click the links under **Name** or **Treating Dentist**.

Search Results

PRINT THIS PAGE   DOWNLOAD FILE

Record Type	Dentist Identifier	Name	Treating Dentist *	Provider Info	Address	Contact phone
Business				MassHealth Network		
Location				MassHealth Network		
Provider				MassHealth Network		
Provider				MassHealth Network		
Provider				MassHealth Network		

STEP 4

Review additional details about affiliated providers, including License information, Network Affiliations and Service Offices.

If any information needs to be updated, use the Contact Us form to submit updated details. Click **Contact Us** on the top navigation bar to open the form.
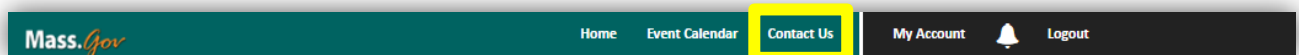
STEP 1

You can quickly check coverage eligibility of members. Click **Patient Management > Member Eligibility** from the navigation menu. In the form, enter a Provider and Location, the Member's Service Date (date on which they received treatment), Date of Birth, and **either** Member ID **or** Member Last Name.

STEP 2

Repeat the above step on this same page to search eligibility for multiple Members at the same time. If more search lines are needed, click "+ ADD ADDITIONAL SEARCH LINES". When all Members are entered, click on the **SEARCH** button. You can search for up to 30 members at a time.

STEP 3

Search results will return in three sections: *Active, Ineligible,* and *Not Found*.

Tip: The **Benefit Effective Date** for members will display in the eligibility Search Results.

If a Member is not found based on your search information, this could mean that they are not in the system, incorrect data was entered, or that there is more than one Member with matching information (such as matching Service Date, Date of Birth, and Last Name). You can **SEARCH AGAIN** and add more information, such as First Name or Member Number.

STEP 4

It is possible to save the search list for later use, as in the case of searching for all appointments scheduled for tomorrow. Simply click on **SAVE SEARCH**.

Saved searches will display at the bottom of the Member Eligibility page. Click **LOAD SEARCH** to re-populate the search fields with all previously entered data. You will need to re-select the **Location and Provider** field manually.

STEP 1

From the **Member Eligibility** *Search Results* page, click on the **Member Number**.

STEP 2

Clicking on the **Member Number** will open **Member Detail** page. This provides information regarding the member, including contact information, claims and service history.

> **Tip:** The **Benefit Effective Date** for members will display in the **Member Detail** page.

STEP 3

Click **VIEW CLAIMS** to review claim information for this member. The page will automatically load the member's information. To modify your search, enter the relevant information then click **SEARCH**.

Search Claims/Prior Authorizations
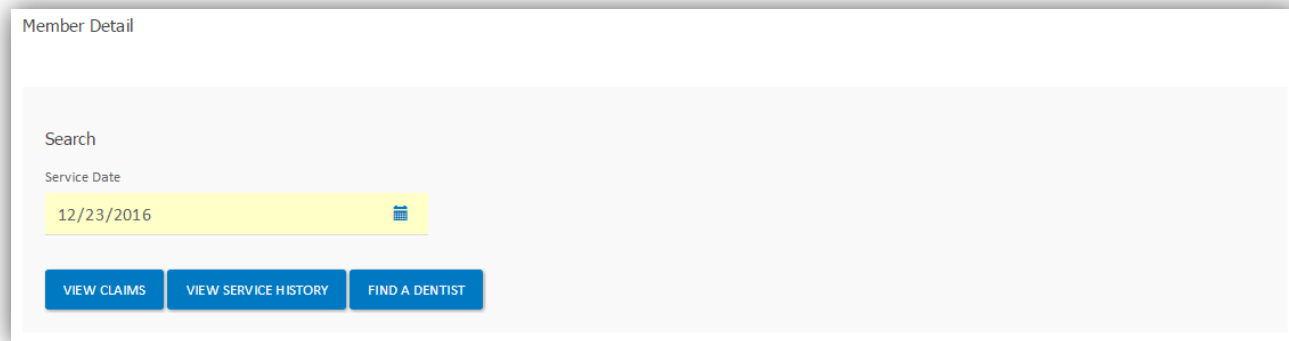
You can search for an existing claim or prior-authorization for any of your patients by using the form below.

Enter Search Criteria

Submit Type *	Member First Name
Dental Claim ▼	
Member Last Name	**Member Number**
Member Date of Birth	**Status Category**
📅	Select a status ▼
Service Office	**Treating Dentist**
Select an office ▼	Please select an office
Recieved Date Range	**Claim Number**
mm/dd/yyyy 📅 to mm/dd/yyyy 📅	Enter Claim Number
Date of Service	**ICN**
mm/dd/yyyy 📅	Enter ICN
Plan	
Enter Plan	

CLEAR   SEARCH

STEP 4
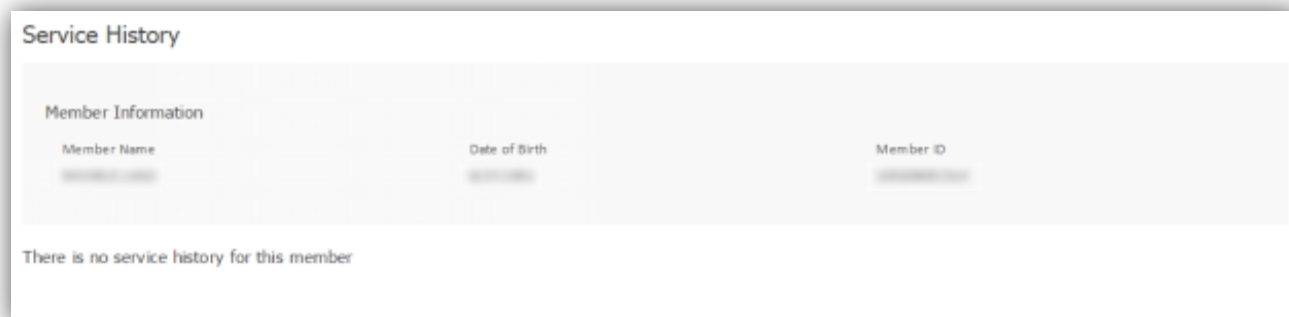
From the Member Detail page, you can also review the member's Service History. Click **VIEW SERVICE HISTORY**.

Member Detail

Search
Service Date
12/23/2016 📅

[VIEW CLAIMS] [VIEW SERVICE HISTORY] [FIND A DENTIST]

STEP 5

Review the results of the Service History search.

Service History

Member Information

Member Name	Date of Birth	Member ID

There is no service history for this member

STEP 1

Patient Management

Member Eligibility

Broken Appointments
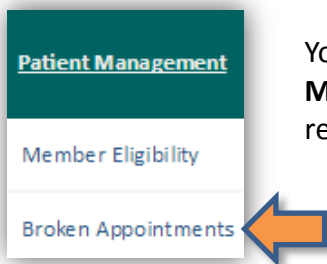
You can search for broken appointments for your office. Select **Patient Management > Broken Appointments** from the navigation menu. Enter the relevant information and click **Search**.

Broken Appointments

You can use this page to search for broken appointments your office has submitted or to submit new broken appointments.

- **To find out about previously submitted appointments:** Fill in the required fields in the Search Broken Appointment section. Required fields are highlighted with red asterisks.
- **To enter a new broken appointment:** Fill out the entire form including the appointment details and click Submit Broken Appointment. Please enter missed appointments within the same month of the missed appointment to ensure timely written notification to members regarding broken appointments,

Search Broken Appointments

Date of Service *	Service Office *	Dentist *
mm/dd/yyyy	Loading offices...	Please select an office

Member Eligibility

Please enter a member **date of birth**, and either **first name & last name** or **member number** to search.

Date of Birth *	Member Number
mm/dd/yyyy	Member Number

First Name	Last Name
First Name	Last Name

CLEAR   SEARCH

STEP 2

Search results will display a list of broken appointments.

Search Results

Presented below are the results of your search.

Type of Patient ▲	Service Category ⇕	Date Reported ⇕	Broken Appointment Date ⇕
Existing	Preventative	9/16/16	9/16/16
Existing	Diagnostic	9/29/16	9/6/16
New	Diagnostic	9/19/16	9/5/16

STEP 1
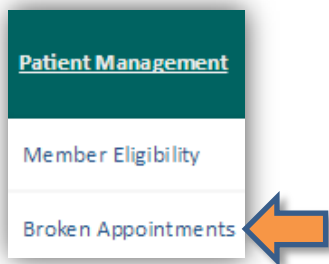
You can submit broken appointments for your office. Select **Patient Management > Broken Appointments** from the navigation menu. Enter the patient type, category of service, reason for the broken appointment and language spoken by the patient, as well as any notes, then click **SUBMIT BROKEN APPOINTMENT**.

STEP 2

Once the broken appointment is submitted, you will receive a confirmation.

STEP 1

Claims/Prior Authorizations

Submit Claims & Prior Authorizations

Search Claims and Prior Authorizations

Claims Confirmation Report
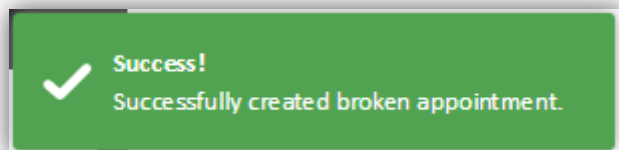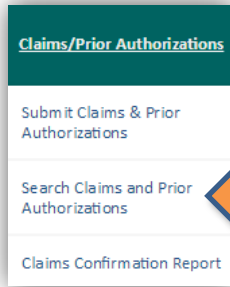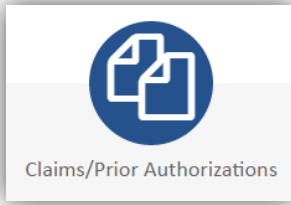
Clicking on the **Claims/Prior Authorizations** button from the Home page or the link from the navigation menu will bring you to the **Search Claims and Prior Authorizations** page.

Enter the relevant information and click **Search**. Alternatively, simply choose either *Dental Claim* or *Prior Authorization* and click **SEARCH** to see all results for either category.

Search Claims/Prior Authorizations

You can search for an existing claim or prior-authorization for any of your patients by using the form below.

Enter Search Criteria

Submit Type *	Member First Name
Dental Claim ▾	Enter First name
Dental Claim	Member Number
Prior Authorization	
Enter last name	Enter a number
Member Date of Birth	Status Category
mm/dd/yyyy 📅	Select a status ▾
Service Office	Treating Dentist
Select an office ▾	Please select an office
Recieved Date Range	Claim Number
mm/dd/yyyy 📅 to mm/dd/yyyy 📅	Enter Claim Number
Date of Service	ICN
mm/dd/yyyy 📅	Enter ICN
Plan	
Enter Plan	

CLEAR   SEARCH

STEP 2

Search results will display information about the Claim or Prior Authorization, including the date received and the amount paid. To view more details, or to **Void a Claim**, click on the appropriate listing under **Claim/Prior Auth Number**.

Search Results

Claim/Prior Auth Number ⬍	Member Number ⬍	Member Name ⬍	Status ⬍	Plan ⬍	Recieved Date ⬍	Submitting Dentist ⬍	Paid Amount ⬍	Deductible Percentage ⬍
			Finalized	MassHealth - Child Medicaid			$0.00	80%

STEP 1

To void a Claim, first **Search** for the Claim using the process described previously, and click on the **Claim/Prior Auth Number** to display Claim details. From the Claim details page, click **VOID CLAIM**.

STEP 2

On the **Void Request Form**, enter the required information, including the amount of the Claim, provider license information, and a reason for the void. If you need to add any supporting documentation, you can upload a file and attach it to the void request. Click **SUBMIT VOID CLAIM**.

STEP 3

Once the void is submitted, you will receive a confirmation.
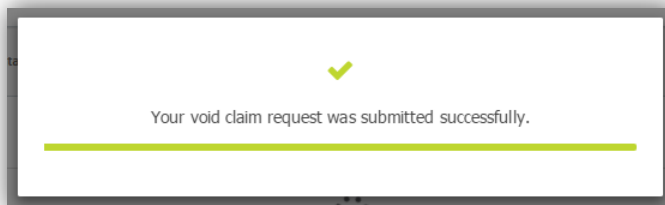
STEP 1

To submit a Claim or Prior Authorization, select **Claims/Prior Authorizations > Submit Claims & Prior Authorizations** from the navigation menu. Enter the relevant information and click **SEARCH**. This will confirm the Member's eligibility.

STEP 2

The **Optional Information** section mirrors standard language on the ADA claim form. These fields are not required, but are present for those providers that want to include the additional detail.

Tip: The Initial Deductible fields **Deductible Anniversary Date** and **Deductible Percentage Met** are for Health Safety Net providers only.

STEP 3

After entering all basic information about the claim and determining Member eligibility, add individual line items to your claim. This is done by entering Procedure Codes that were created as **Billed Amount Lists,** as well additional information about the tooth or teeth serviced.

You can also attach supporting documents directly to the Claim.

STEP 4

Once the Claim is submitted, you will receive a confirmation and the Claim Number.

STEP 1
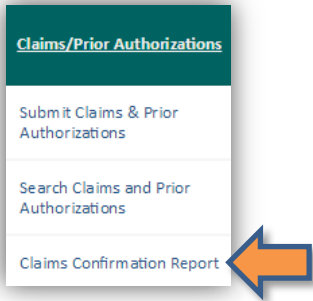
As an administrative function, some Providers like to print out copies of submitted claims to place in patients' files.

To obtain a Dental Claim Confirmation Report, select **Claims/Prior Authorizations > Claims Confirmation Report** from the navigation menu. Enter the Service Office, Treating Dentist, and what type of submission was made. The report can be sorted either by Member ID or Member Last Name. Click **PRINT THIS PAGE** to print the report.

STEP 1

You are able to look up past payments using the check or deposit number, Payer Name, Payee Name, or you can opt to see all payments for a given date range. The last eighteen months worth of records will be available. Select **Remittance** on the navigation menu.
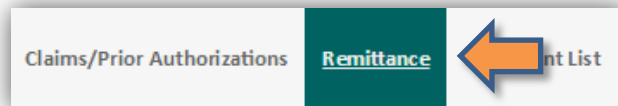
STEP 2

Enter the data you want to search on. The last eighteen months worth of records will be available. Click **SEARCH** when complete.

Remittance

You can search for claims payment information for treatment provided to any of your patients by using the form below.

Remittance Search

Check or Deposit Number

Type in your number

Payment Method

Payer Name

Enter a name

Payee Name

Enter a name

Check or Deposit Date Range

mm/dd/yyyy to mm/dd/yyyy

SEARCH

STEP 3

Review payment details. To view additional payments, click **VIEW MORE**.

Search Results

Check or Deposit Number ⬍	Payer Name ⬍	Payee Name ⬍	Payee City	Payee State	Payee Payment Release Date ⬍	Payment Method ⬍	Payment Amount ⬍
No results							

VIEW MORE

STEP 1

Your Document List contains items that have been attached for your reference. Select **Document List** on the navigation menu.
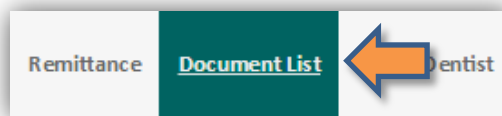
Leave all fields blank and click **SEARCH** to see a list of all documents. Alternatively, add more information to the search fields to narrow your results, such as searching by category of document.

STEP 2

Search results display the title of the document, the date it was uploaded, category of document, and a brief description. Click **DOWNLOAD** to download the document and read it.

STEP 1

Select **Find a Dentist** on the navigation menu. You can search either by Plan or by Member.

STEP 2

Enter further search criteria, including Zip Code and search radius. Additional search details to narrow the results are optional.
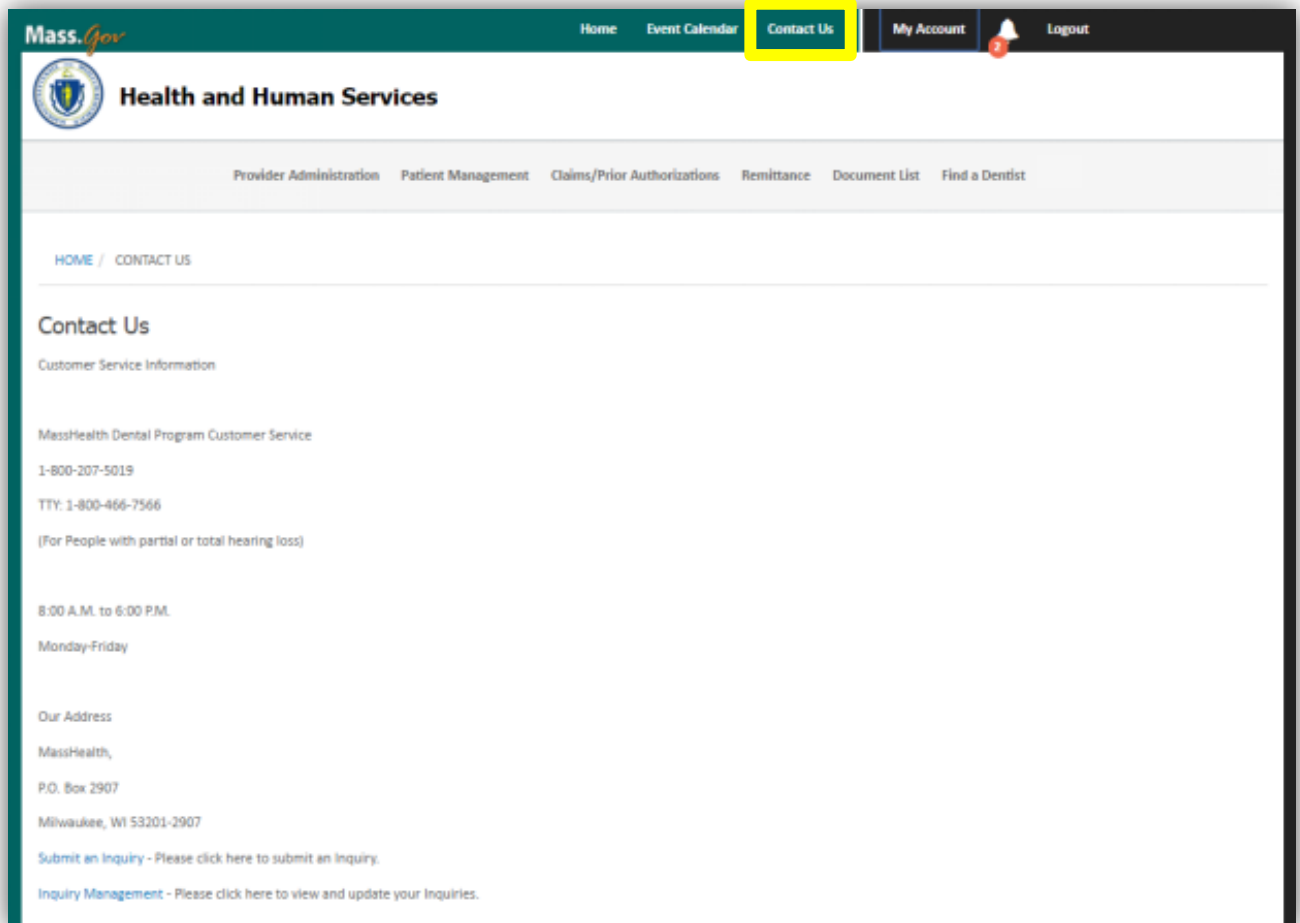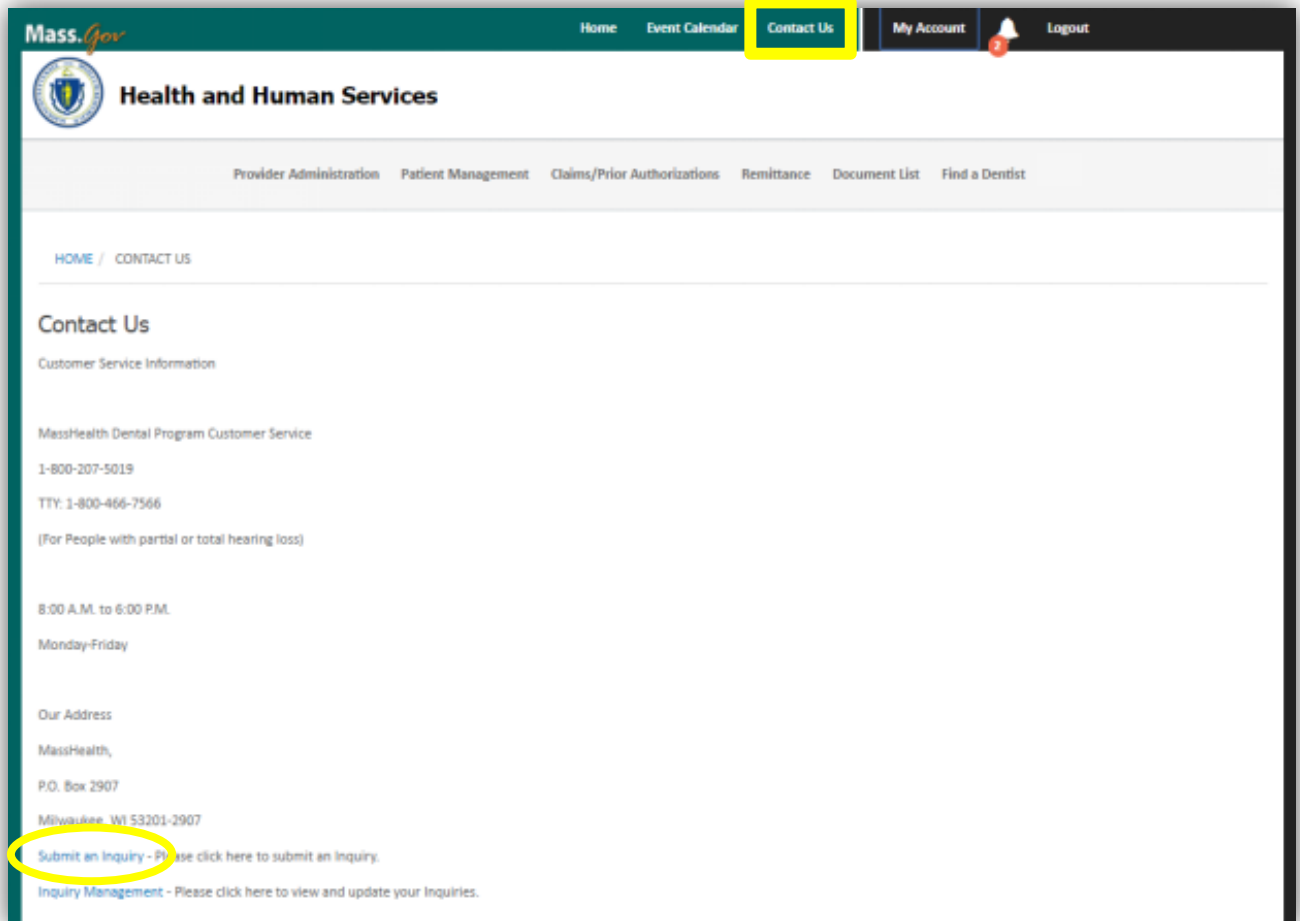
STEP 1

Select **Contact Us** from the top navigation menu. The page lists the phone number and mailing address for Customer Service.

STEP 1

Select **Contact Us** from the top navigation menu. Click the **Submit an Inquiry** link.

STEP 2

Indicate whether your inquiry concerns a disagreement with a decision made about a Denial of Service or Payment of a Claim.

STEP 3

If your reason for inquiry is to disagree with a Denial of Service or Payment of a Claim, select the appropriate information type, enter the Claim or Authorization number and click **SUBMIT**.

STEP 4

Alternatively, if you are submitting a Complaint or General Inquiry, fill in as much detail as possible regarding the issue and your desired outcome. You can also upload supporting documentation by clicking **ADD FILE**. When complete, click **SUBMIT**.
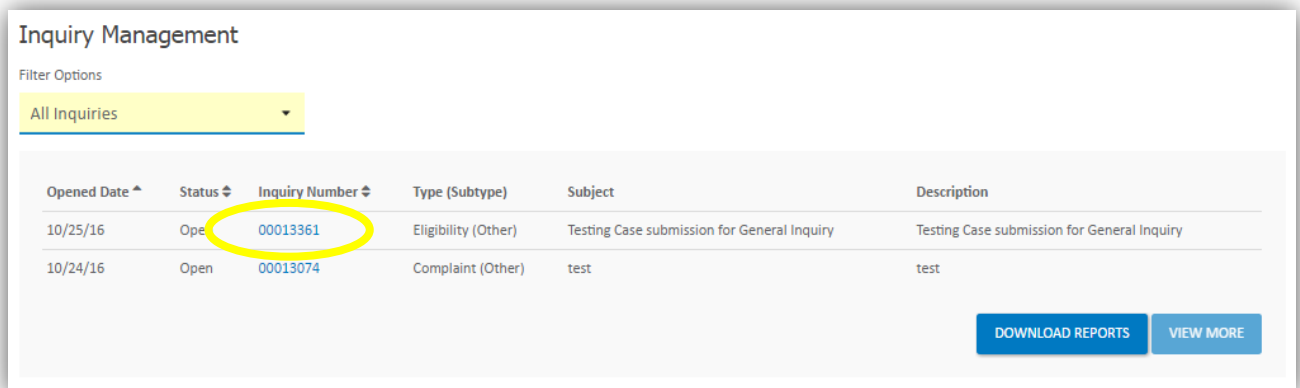
STEP 1

Select **Contact Us** from the top navigation menu. Click the **Inquiry Management** link.
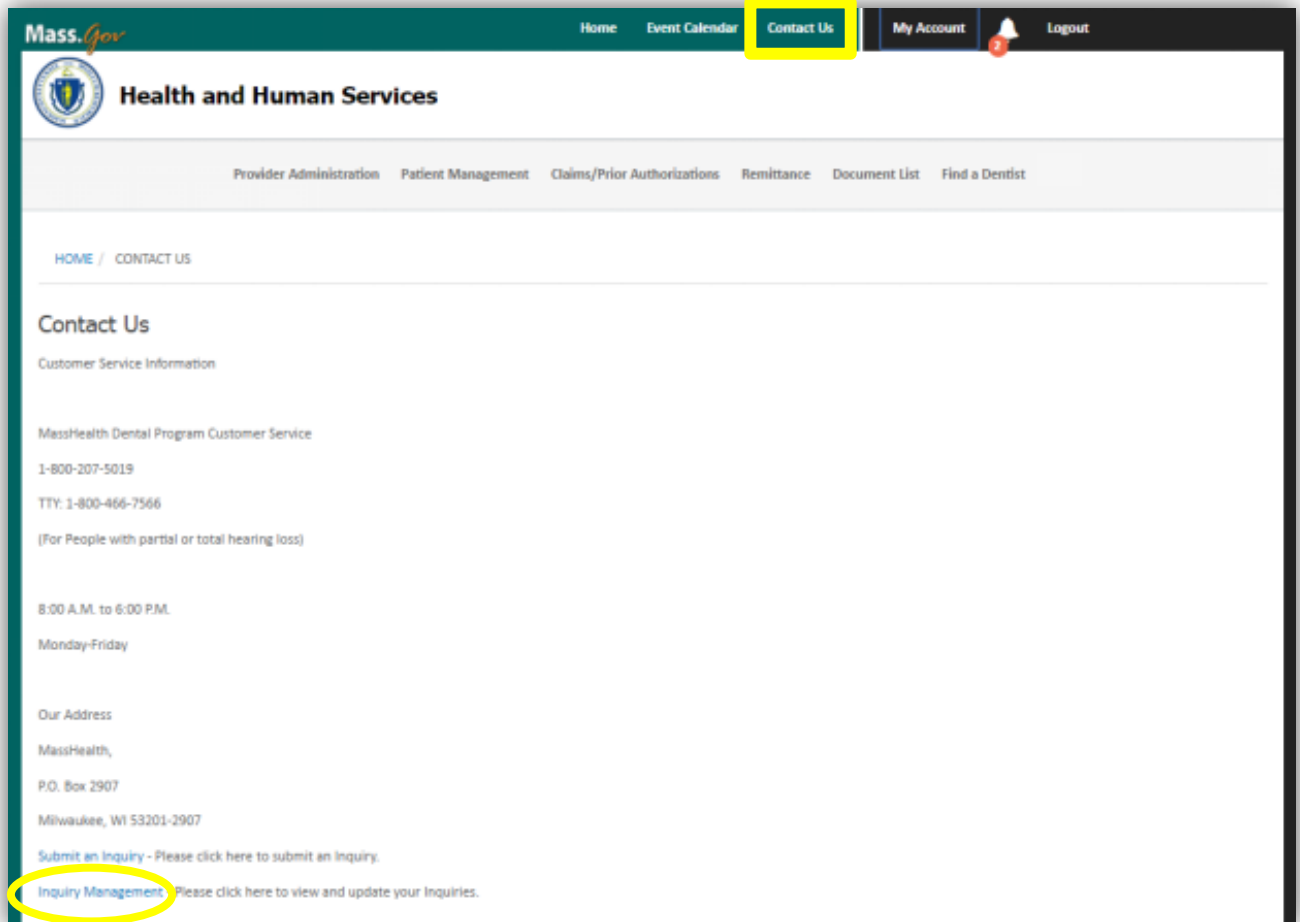
STEP 2

Click an **Inquiry Number** to review details of that inquiry.

STEP 3

Review the Inquiry Details. To add comments, enter them in the comment field, then click **SHARE**.

Inquiry Details

Inquiry Number	Contact Name
00013361	Majed User
Subject	Contact Phone
Testing Case submission for General Inquiry	
Description	Contact Email
Testing Case submission for General Inquiry	
Status	Decision
Open	
CGA Type	Decision Category

Comments:

Testing Case comments

Majed Test User - 10/25/16 11:09 AM

Enter your comments here

SHARE

STEP 4

You can upload supporting documentation by clicking **ADD FILE** and **ATTACH FILE**.

Attachments

File Attachments

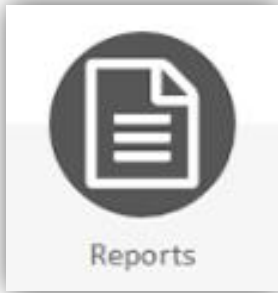| Line Counter	File Name	Upload Date	
1	Recalculate due date	10/25/2016	DOWNLOAD

File Attachments

Select a document type ▾   + ADD FILE

ATTACH FILE

STEP 1

You can download reports that have been prepared for you. Click the **Reports** icon on the home page.

STEP 2

Enter a date range or leave blank to search all reports. Click **SEARCH**. If reports are available, they will display in the list. Click the **DOWNLOAD** link(s) to download desired reports.

STEP 3

Additional reports and metrics may be available to you. Click **SELF SERVICE REPORTING** to view your options.

STEP 1

The Event Calendar shows all of the events that have been shared with your organization. To open the Calendar, click **Event Calendar** on the top menu.

You will be able to register for events listed on the calendar, but only MassHealth can add events to the Event Calendar.

Tip: Click on the numbers of a given date to see more information about the day.